

## **Appendix B**

# **Army Programs**

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B-1. This appendix includes aspects of military programs that include human resources management, education, community and family support programs. The Army has entered into a partnership with its soldiers and families to make available programs and services needed. These are to provide a quality of life that is equal to that of their fellow Americans. Personnel and community activities reach all components of the America's Army family. These activities cover a broad spectrum of programs and services. They extend from the management of civilian and military personnel to issues related to family programs. Child and youth services, child abuse or neglect and spouse abuse, exceptional family members and relocation and transition assistance are often emotional and routinely demand command attention. The programs directly impact morale, organizational esprit and personal development. As the Army becomes a smaller force, it fosters even greater expectations for continued Quality of Life (QOL) programs.

### **TRANSITION ASSISTANCE**

B-2. The Army Career and Alumni Program (ACAP) serves as the commander's primary agency for developing, coordinating and delivering transition employment services. It supports eligible soldiers, DA Civilians and their families. The ACAP consists of a Transition Assistance Office (TAO) and a job assistance center. The TAO must be the first step in the transition process. The TAO provides individual transition plans, integrates installation services and provides quality control to the transition process. The job assistance center is the contracted installation service provider delivering job

search skills and access to a national and local job resource database and career counseling. Through the services of ACAP, the Army shows that it does take care of its own. ACAP provides assistance to individuals leaving active duty as well as DA Civilian employees who are also transitioning to the work force as private citizens. The Army Community Service provides these services on installations that do not have ACAP offices.

## **EQUAL OPPORTUNITY**

B-3. The Equal Opportunity (EO) program formulates, directs and sustains a comprehensive effort to maximize human potential and to ensure fair treatment for all persons based solely on merit, fitness and capability in support of readiness. EO philosophy is based on fairness, justice and equity. Commanders are responsible for sustaining a positive EO climate within their units. Specifically, the goals of the EO program are to-

- Provide EO for military personnel and family members, both on and off post and within the limits of the laws of localities, states and host nations. AR 600-20, Chapter 6 provides further information.
- Create and sustain effective units by eliminating discriminatory behaviors or practices that undermine teamwork, mutual respect, loyalty and shared sacrifice of the men and women of America's Army.

## **EQUAL EMPLOYMENT OPPORTUNITY**

B-4. The Equal Employment Opportunity (EEO) Program has similar goals as the EO Program but is designed to assist and protect the civilians supporting the Army and Department of Defense. It ensures equal opportunity in all aspects of employment for Army civilian employees and applicants for employment. Employment policies and practices in DA will be free from unlawful discrimination based on race, color, religion, sex, age, national origin, or handicap. The basic principle of equal employment opportunity underlies all aspects of the civilian personnel management program in the Army. The implementation of the program allows civilian employees to make complaints when they believe they have been discriminated against. More information is available in AR 690-12 and AR 690-600.

*"We want our army to be society's model of fair treatment. We want to assure that all soldiers are treated fairly, not because it is necessary but because it is right."*

SMA Silas L. Copeland

## **EDUCATION**

B-5. The Army Continuing Education System (ACES) provides educational programs and services to support the professional and personal development of soldiers, adult family members and DA Civilians. ACES programs help to improve the combat readiness of America's Army by expanding soldier skills,

knowledge and aptitudes to produce confident, competent leaders. Education programs and services support the enlistment, retention and transition of soldiers. ACES instills the organizational value of education within the Army. It promotes the professional and personal value of education to the individual soldier. Education centers provide support for all military, civilian and family members through local community colleges and universities.

## **ARMY SUBSTANCE ABUSE PROGRAM**

B-6. The Army Substance Abuse Program (ASAP) is a comprehensive command program providing assistance to active duty and retired service members and their families with substance abuse problems. Command involvement throughout the identification, referral, screening and elevation process is critical. ASAP participation is mandatory for soldiers who are command referred. Refusal to participate constitutes violation of a direct order. Soldiers who fail to participate in or fail to respond successfully to rehabilitation must leave the Army. Soldiers begin rehabilitation through voluntary (self-referral), command referrals, biochemical, medical and investigation and apprehension. Commanders must refer all soldiers for an evaluation if they suspect a problem may exist. This includes knowledge that a soldier was convicted of Driving While Intoxicated (DWI) off post or out of state. Referral is not punishment and commanders should not wait until the matter is resolved in court.

B-7. An ASAP counselor will conduct an initial screening evaluation interview as soon as possible with any soldier being referred to the ASAP and will recommend one or more of the following:

- Counseling by the unit commander.
- Referral to another agency such as ACS or Mental Health.
- No ASAP service required.
- Enrollment in ASAP rehabilitation.

B-8. The commander's attitude and involvement are critical in the rehabilitation process. The commander must ensure that soldiers suspected of having substance abuse problems have the chance for evaluation and treatment. The objectives of rehabilitation are to return the soldier to full duty as soon as possible and identify those who cannot be rehabilitated. Rehabilitation of substance abusers is a command responsibility. For more information see AR 600-85.

## **ARMY EMERGENCY RELIEF**

B-9. The Army Emergency Relief (AER) is a non-profit organization. It is dedicated to providing assistance to –

- Active duty soldiers and their dependents.
- Soldiers of the Army National Guard and US Army, Reserve on active duty for more than 30 days and their dependents.
- Retirees and their dependents.
- Surviving spouses and orphans of soldiers who died while on active duty or after they retired.

B-10. AER can usually help with emergency needs for: rent, utilities (not including phone or cable television), food, emergency travel, emergency POV repair, up front funeral expenses of parents, spouse or child and emergency medical or dental expenses. AER cannot help with: nonessential needs, ordinary leave or vacation, fines or legal expenses, debt payments, home purchases or improvements, purchase, rental, or lease of a vehicle, funds to cover bad checks and marriage or divorce.

B-11. Active duty soldiers who need assistance may get the appropriate form (DA 1103) at their unit obtain the commander's authorization. Unaccompanied dependents, surviving spouses or orphans, retirees and others not assigned to or under control of your installation may get forms at the AER office. All applicants need their military ID card and substantiating documents (i.e., car repair estimate, rental contract, etc.). Army members can also receive assistance at any Navy Relief, Air Force Aid Society or Coast Guard Mutual Assistance Office. If not near a military installation, soldiers can receive assistance through the American Red Cross. For more information see AR 930-4.

## **QUALITY OF LIFE PROGRAMS**

B-12. Quality of life (QOL) is dedicated to the precept that the Army's number one operational resource must be taken care of. A number of programs improve Army Quality of Life.

## **ARMY SPONSORSHIP PROGRAM**

B-13. The Army Sponsorship Program provides the structure for units to welcome and help prepare soldiers for their new duty station in advance of their actual arrival. Not only does the program help a soldier learn about his new assignment but the sponsor (appointed by the commander to assist the incoming soldier) may also send housing or local schools information to the incoming soldier. The sponsor is the key to helping the new soldier and his family get comfortably settled as quickly as possible, thereby putting his mind at rest so he can concentrate on his military duties as soon as possible. Sponsorship programs include the following:

- In-Sponsorship.
- Out-Sponsorship.
- Reactionary Sponsorship.

- Rear Detachment Sponsorship.
- New Manning Systems.
- Unit Sponsorship.

For more information on Army Sponsorship see AR 600-8-8 and your unit Sponsorship Program proponent.

### **BETTER OPPORTUNITIES FOR SINGLE SOLDIERS (BOSS)**

B-14. Better Opportunities for Single Soldiers (BOSS) is a program that supports the overall quality of single soldier's lives. BOSS identifies well-being issues and concerns by recommending improvements through the chain of command. BOSS encourages and assists single soldiers in identifying and planning for recreational and leisure activities. Additionally, it gives single soldiers the opportunity to participate in and contribute to their respective communities. The Three Pillars of BOSS are the following:

- **Recreation:** Activities may be planned by the BOSS committee or by the BOSS committee working in conjunction with other Morale, Welfare and Recreation activities. Soldiers will assume a lead role in planning BOSS events. Events should be planned that meet the needs and desires of the single soldiers.
- **Community Service:** The BOSS committee may elect to participate in community programs or projects that make a difference in the lives of others, in the community and ultimately, in themselves. The service will be voluntary in nature and in accordance with the installation volunteer program. The program can be implemented in support of existing or established volunteer programs or programs developed by the BOSS committee.
- **Quality of Life:** For single soldiers, QOL includes those actions soldiers take that directly or indirectly enhance their morale, living environment, or personal growth and development. The QOL issue identified or raised during the BOSS meetings will be directed to the appropriated command or staff agency for resolution on the installation.

### **AMERICAN RED CROSS**

B-15. Today's American Red Cross service to the armed forces is keeping pace with the changing military through its network of 900 local chapters and 109 offices located on military installations. Both active duty and community-based military can count on the Red Cross to provide emergency communication services around-the-clock, 365 days a year, keeping the service member and his/her family in touch across the miles. Although we are most familiar with the Red Cross messages when there is a family emergency, the Red Cross also provides access to financial assistance through the military aid societies, counseling, information and referral and veteran's assistance.

While not a part of the Department of Defense, Red Cross staff members deploy along side the military to such areas as Afghanistan, Kosovo, Saudi Arabia and Kuwait—working and living amongst the troops to ensure they receive vital Red Cross services. The Red Cross often conducts blood drives and offers a full menu of disaster and health and safety training courses. These activities are available to service members and their families at Red Cross chapters and on military installations. For additional information on Red Cross programs and services go to [www.redcross.org](http://www.redcross.org) and click on AFES (Armed Forces Emergency Services) or call toll free 1-877-272-7337.

### **ARMY COMMUNITY SERVICE (ACS)**

B-16. Army Community Service (ACS) centers are the hub for social service programs designed to meet the needs of the America's Army family. The ACS mission is to assist commanders in maintaining readiness of individuals, families and communities within the America's Army family. They do this by developing, coordinating and delivering services. These services promote self-reliance, resiliency and stability during war and peace. ACS programs are increasingly prevention oriented, with an emphasis on working more closely with commanders. Federal law, executive order and DOD policy mandate many of the programs provided by ACS. The following ACS programs exist at Army installations worldwide—

- Mobilization and Deployment Assistance.
- Information, Referral and Follow-up Program.
- Relocation Assistance Program (RAP).
- Consumer Affairs and Financial Assistance Program (CAFAP).
- Family Member Employment Assistance Program (FMEAP).
- Exceptional Family Member Program (EFMP).
- Family Advocacy Program (FAP).
- Pre/Post Mobilization Support.
- Army Family Team Building (AFTB).
- Volunteers.
- Family Readiness Group (FRG) Program.
- Army Family Action Plan Program (AFAP).

*“Knowing where to get answers is just as important as having them.”*

MSG Douglas E. Freed

### **MORALE, WELFARE AND RECREATION**

B-17. The Morale, Welfare and Recreation (MWR) program improves unit readiness by promoting fitness, building morale and cohesion, enhancing quality of life and providing recreational, social and other support services for soldiers, civilians and their families. During peacetime, the scope of MWR includes sports activities, recreation centers, libraries, clubs, bowling centers,

golf centers, outdoor recreation, arts and crafts and entertainment. During war and operations other than war, the MWR network provides services to the theater of operations. These services are in the form of unit recreation, library book kits, sports programs and rest areas at brigade level and higher. Military and civilian MWR personnel staff these activities and services. The MWR network also provides facilities such as unit lounges, recreation centers with snack bars and activity centers for soldiers that house a number of MWR functions.

### **ARMY FAMILY ACTION PLAN**

B-18. The Army Family Action Plan (AFAP) is input from the people of the Army to Army leadership. It's a process that lets soldiers and families say what's working, what isn't AND what they think will fix it. It alerts commanders and Army leaders to areas of concern that need their attention, and it gives them the opportunity to quickly put plans into place to work toward resolving the issues.

- Gives commanders a gauge to validate concerns and measure satisfaction
- Enhances Army's corporate image
- Helps retain the best and brightest
- Results in legislation, policies, programs and services that strengthen readiness and retention
- Safeguards well-being

### **FAMILY READINESS PROGRAMS**

B-19. The mission of family readiness programs is to foster total Army family readiness, as mission accomplishment is directly linked to soldiers' confidence that their families are safe and capable of carrying on during their absence. The exchange system provides basic health, hygiene and personal care needs to soldiers and Army civilians. A wide variety of resources are available to assist spouses. Access most of these through Army Knowledge Online or your unit NCO support channel:

- Married Army Couples Program.
- Unit Family Readiness Groups.
- Family Care Plans.
- Army Family Liaison Office.
- Army Family Team Building.
- Army Family Action Plan Forums.
- Family Program Academies (USAR).
- Spouse's Guide to BSB and Garrison Commands.
- Army Financial Management.
- Information and Referral programs.

- Budget counseling.
- Emergency Financial Assistance Resources.
- Counseling and Counseling Referrals.
- Child and Spouse Abuse Treatment and Prevention.
- Employment Assistance.
- Exceptional Family Member Program.
- Relocation Assistance.
- Deployment and Mobilization Support.